



MassHealth LTSS Public Assessor Option (PAO) – Primary Care Provider (PCP) Guide: Frequently Asked Questions (FAQ)

Contact Information and Resource Access

NUMBER	QUESTIONS	ANSWERS
1.	Who should I contact with any questions about the MassHealth LTSS Public Assessor Option (PAO)?	Email: Contact-PAO@MassHealthLTSSPAO.com Phone: 833-730-3958 Fax: 877-431-9568
2.	Where can I find resources and information about EOHHS Comprehensive Assessment System (e-CAS), the Uniform Core Assessment (UCA), the Time for Task Tool (TTT), and the PAO online?	A list of program materials, including contact information, announcements, helpful guides and materials, and other PAO resources will be found at: https://www.mass.gov/masshealth-ltss-assessment-pathway .

Public Assessor Option (PAO) Assessment Questions

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3.	Who can be assessed by the PAO?	MassHealth members who have MassHealth Standard or CommonHealth who are seeking assessments for eligibility of certain home and community-based services (HCBS), including Adult Day Health (ADH), Group Adult Foster Care (GAFC), or Personal Care Attendant (PCA) services have the option to go to the PAO for their initial clinical assessment. Members also have the option to go directly to the HCBS provider of their choice. MassHealth members who have MassHealth Standard or CommonHealth who are seeking Adult Foster Care (AFC) must have the PAO complete their initial clinical assessment. MassHealth members who are enrolled in a One Care, Senior Care Options (SCO), or Program for All-Inclusive Care for the Elderly (PACE) plan will continue to access HCBS through their plan.
4.	Can the PAO assess members for more than one type of HCBS program at a time?	Yes. If a member is not sure if they are interested in ADH, AFC, GAFC, or PCA services, the PAO can complete an assessment and talk with them about what services they are eligible for, and they can decide service(s) they would like to access.
5.	I would like to refer a member to the PAO for an assessment. How do I contact them to make a	There are a few options to refer a Member to the PAO for an assessment. You can complete an online form on behalf of a member, the MassHealth

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	referral?	LTSS Intake Form, which will be received by the PAO. - Other options include contacting the PAO by: - Phone: 833-730-3958 - Email: Contact-PAO@MassHealthLTSSPAO.com, or - Live chat is available at www.MassHealthLTSSPAO.com
6.	I have made a referral to the PAO to complete an assessment for a member. How long will the assessment process take?	The PAO will complete the member's assessment within ten business day of collecting all required documentation, which will include an order from their Primary Care Provider (PCP) or other medical documentation. Gathering this documentation will impact how long it takes to schedule the assessment.
7.	Does the PAO still have a role with the member once the assessment and PA are complete?	No, after the PAO completes the UCA or TTT and PA and provides a warm hand-off to the selected HCBS provider, the PAO process is complete, and the PAO will no longer have a role with the member.
8.	The PAO requested medical documentation or a PCP Order Form from me to complete a member's assessment. Is this a valid request?	Yes. The PAO will be reaching out to members' PCPs to request required PCP orders for services and other medical documentation. It is important to respond to these requests timely so that the member does not experience a delay in getting their assessment completed. A request for documentation from the PAO

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		will come with a PCP Request Form Cover Sheet .
9.	What documentation needs to be provided to the PAO for each service?	• ADH: ADH PCP Order Form will be requested before assessment can be scheduled • AFC: Physical Examination documentation or other verification of diagnosis before assessment can be scheduled and AFC PCP Order Form after assessment is completed. Members may need to have a new Physical Examination if they have not had one within the past 12 months. • GAFC: Physical Examination documentation or other verification of diagnosis before assessment can be scheduled and GAFC PCP Order Form after assessment is completed. Members may need to have a new Physical Examination if they have not had one within the past 12 months. • PCA: PCA PCP Summary Form before assessment can be scheduled.
10.	Do I need to get a Release of Information (ROI) from the PAO to provide the medical documentation or PCP Order Form the PAO requested?	No. The PAO is acting as an authorized contractor for EOHHS directly related to the administration of a MassHealth program and is EOHHS' business associate with respect to HIPAA. Because of this business associate relationship, the HIPAA Privacy Rule allows the disclosure of protected health information without an ROI to the business associate of a covered entity for payment activities, pursuant to 45 C.F.R. §§ 164.501 and 164.506(c).

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11.	What can I tell members about what to expect from the PAO assessment process?	Once a referral to the PAO has been made, the PAO will contact the member to confirm referral information, gather required documentation, and schedule them for an in-person visit with a nurse assessor. On the scheduled assessment date, the nurse assessor will talk with the member about their conditions or needs and will let them know which services they are clinically eligible for. If they are eligible for one or more services, they will need to select their preferred service(s) and provider(s). The PAO will then contact their preferred provider and once the provider confirms, the provider will contact the member to complete any program-specific next steps to get services started.
12.	Is the PAO ready to support language needs and culturally appropriate assessments for members?	Yes, the PAO is prepared to support all language needs and will ensure assessments are conducted in a culturally appropriate, respectful, and inclusive manner. These topics are part of the core training received by the PAO assessors.
13.	Where will the assessment take place?	The assessment usually takes place where the member is living at the time of the assessment, although they may ask for it to be somewhere else. If they are in a nursing home or hospital, the assessment can take place there. If the member is seeking AFC services, the assessment should take place in the member or Caregiver's home.